

## **Help is Here —Training Resources for CMS Partners**

Here is a list of the variety of training materials and tools to ensure that organizations and individuals who will assist Medicare beneficiaries with enrollment have the appropriate resources.

### **1). Comprehensive Resource Kit**

**(Can be downloaded from CMS website and ordered online.)**

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/hihresourcekit/default.asp?>

- Focus on “understanding, deciding, choosing, and joining”
- Includes a “lesson plan” for anyone who will be helping person/people with Medicare understand the new Medicare Prescription Drug Coverage
  - Existing publications
  - Worksheet for decision process
  - Instructions for helping with the decision process and enrollment in a plan
  - CD training of Prescription Drug Plan Finder Tool
  - CD with extensive additional resources, links to online resources, and contents of Kit
  - CD with all regional versions of Medicare & You handbook

### **2). Medicare Prescription Drug Coverage Toolkit**

**(Can be downloaded from CMS website and ordered online.)**

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/MPDCoutreachkit.asp>

- Designed for partners, traditional and new, and community level organizations
- Minimal approach—not intimidating for those new to Medicare
- Quick Start—design concept based on software products—“just read this one folder to get started”
- Designed to be easily referenced
- Suitable for all partners
- Materials needed to conduct outreach

### **3). Plan Finder Tool Training Demonstration**

**(Will be available online and on CD by mid-October 2005.)**

<http://media.cms.hhs.gov/>

- Two versions being developed (short and more in-depth)
- Walks user through process of using the Plan Finder Tool to help people with Medicare understand, decide, choose, and join

## **Help is Here — Training Resources for CMS Partners (cont.)**

### **4). Web Casts**

**(Available online and stored for viewing through May 2006.)**

<http://www.cms.hhs.gov/partnerships/news/mma/webcasts.asp>

- Weekly series that began September 28, 2005
- Topics include
  - Overview of Prescription Drug Coverage
  - Medicare Prescription Drug Coverage Enrollment Process and "Help is Here" Resource Kit
  - Live "Ask the Experts" sessions

### **5). Satellite Broadcast**

**(Scheduled to air on October 14, 2005)**

<http://www.cms.hhs.gov/partnerships/news/mma/webcasts.asp>

- Partners can view from download sites
- Focus on Plan Finder Tool and assistance with enrollment process

### **6). Online Training Modules**

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/default.htm>

- Used in face-to-face workshops
- Designed in Train-the-Trainer format
- Continuously updated

### **7). National Workshops**

<https://cmsworkshops.net/>

- Conducted around the nation in collaboration with CMS regional offices
- One and one and a half-day seminars
- Face-to-face training that is more in-depth than other formats
- Offer practical enrollment information and exercises to reinforce skills

All materials and webcasts are accessible through the [CMS Partner Center website](http://www.cms.hhs.gov/partnerships/default.asp) at <http://www.cms.hhs.gov/partnerships/default.asp>. This website also contains links to the registration sites for the national training workshops.